Week Ending 3/13/2021 3/6/2021 February 2021 January 2021 December 2020 November 2020 October 2020	234 580 203 524 86.8% 90.5 31 55: 13.2% 9.5 234 580	234 203 86.8% 31 13.2%
# Indexes assigned (all metrics based on the workload assigned for the week) # Indexes Complete # Indexes Omplete # Indexes Unreachable (Max Attempts) # Indexes unreachable (Max Attempts) # Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers) # Indexes Attempted calls (all completions + at least 1 attempt) # Indexes Attempted calls (all completions + at least 1 attempt) # Indexes Complete # Indexes Attempted calls (all completions + at least 1 attempt) # Indexes Attempted calls (all completions + at least 1 attempt) # Indexes Attempted calls (all completions + at least 1 attempt) # Indexes Complete within 24 hours of assignment (remove missing phone numbers from denominator) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes Attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # In	234 580 203 524 86.8% 90.5 31 55: 13.2% 9.5 234 580	234 203 86.8% 31 13.2%
# Indexes Complete 26 48 251 898 1233 758 428 89.7% 90.6% 93.7% 94.4% 90.5% 89.8% 88.4% 164 90.5% 17 52 129 86 56 56 90.5% 10.2% 11.6% 164 165 165 165 165 165 165 165 165 165 165	203 524 86.8% 90.5 31 55 13.2% 9.5 234 580	203 86.8% 31 13.2%
Mindexed Complete	86.8% 90.5 31 55: 13.2% 9.5 234 580	86.8% 31 13.2%
# Indexe unreachable (Max Attempts) # Indexe unreachable (Max Attempts)/(Assigned - missing phone numbers) # Indexes Attempted calls (all completions + at least 1 attempt) # Indexes Attempted calls (all completions + at least 1 attempt) Average time from Index Received to Index Reached Average Index Handle Time # Indexes Completed within 24 hours of assignment (remove missing phone numbers from denominator) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls within 24 hours of assignment (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all completions + at least 1 attempt) # Indexes attempted calls (all complet	31 55: 13.2% 9.5 234 580	31 13.2%
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers) 10.3% 5.7% 6.3% 5.5% 9.5% 10.2% 11.6%	13.2% 9.5 234 580	13.2%
H Indexes Attempted calls (all completions + at least 1 attempt) 29 53 268 951 1363 843 484	234 580	
# Indexes Attempted calls (all completions + at least 1 attempt) 29 53 268 951 1363 843 484 Average time from Index Received to Index Reached 0.02.08.03 0.03.23.20 0.03.27.45 0.07.03.33 0.09.54.26 0.09.56.38 0.12.25.05 Average Index Handle Time 0.00:17:45 0.00:19:11 0.00:21:10 0.00:21:16 0.00:27:47 0.00:29:04 0.03:08:01 % Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator) 89.7% 90.6% 93.7% 94.3% 81.3% 81.5% 71.1% We indexes attempted calls within 24 hours of assignment (all completions + at 100.0% 100.0% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9% 98.5% 99.9%		224
Average Index Handle Time O.00:17:45 Nounce Index sompleted within 24 hours of assignment (remove missing phone numbers from denominator) Nounce Index sattempted calls within 24 hours of assignment (all completions + at 100.0% 100	0.00.00.01	234
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator) % Indexes attempted calls within 24 hours of assignment (all completions + at 100.0% 100.0% 98.5% 99.9% 98.5% 99.9% 98.5% 99.5% 99.5%	0.20.30.04 1.05.1	0.20.30.04
numbers from denominator) 89.7% 90.6% 93.7% 94.3% 81.3% 81.5% 71.1% % Indexes attempted calls within 24 hours of assignment (all completions + at 100.0% 100.0% 98.5% 99.9% 98.7% 98.5% 99.9% 98.7% 96.5%	0.08:02:28 0.00:3	0.08:02:28
% Indexes attempted calls within 24 hours of assignment (all completions + at 100.0% 100.0% 98.5% 99.9% 98.5% 98.5% 98.5%	59.8% 94.0	59.8%
least one attempt)	95.3% 99.6	95.3%
# contacts generated 71 183 799 2385 3187 2030 1306	785 143	785
# contacts generated per Index Complete 2.7 3.8 3.2 2.7 5.1 2.7 3.1	3.9 2.7	3.9
# contacts complete 71 179 781 2356 2839 1818 1050	543 129	543
% contacts complete 100.0% 97.8% 97.7% 98.8% 89.1% 89.6% 80.4%	69.2% 89.9	69.2%
# contacts unreachable (Max Attempts + missing phone numbers) 0 4 15 22 146 80 124	46 469	46
% contacts unreachable (Max Attempts + missing phone numbers) 0.0% 2.2% 1.9% 0.9% 4.6% 3.9% 9.5%	5.9% 3.2	5.9%
# contact ATTEMPTED (all completions + at least 1 attempt) 71 183 797 2378 2798 1752 1132	601 132	601
Contacts Average Time from Contact Generated to Contact Reached 2.08:34:17 3.00:24:29 3.07:16:45 2.18:09:23 0.18:01:37 30.22:19:12 1.07:10:10	1.18:17:05 17.13:1	1.18:17:05
Average Contact Handle Time 0.00:00:38 0.00:00:32 0.00:00:43 0.00:00:46 0.00:14:34 0.00:13:35 0.00:29:28	0.00:18:12 0.00:0	0.00:18:12
% contact completed within 24 hours of receipt of contacts (remove missing 100.0% 97.8% 97.7% 98.0% 89.7% 86.7% 76.7%	63.9% 97.4	62.09/
phone numbers from denominator) phone numbers from denominator) 37.8% 37.8% 37.8% 39.8% 39.8% 39.8% 39.8% 39.8% 39.8%	05.5/6 57.4	03.970
% contacts attempted calls within 24 hours of receipt (all completions + at least 100.0% 100.0% 99.7% 98.9% 92.5% 90.6% 84.8%	71.2% 98.7	71 2%
one attempt)	71.2/0	, 1.2/0
Average Time from receipt of initial case name to full completion of all related contacts O.00:15:05 O.01:02:29 O.00:35:14 O.01:01:53 O.023:13:47 1.16:13:44 1.18:02:42	3.20:55:16 0.00:3	3.20:55:16